

## Career Choices – Certificate of Completion Programs

- Information Clerk
- General Office Clerk
- Customer Service Clerk
- Business Support Specialist (invitation only)

Depending on skills, abilities, and interests, students can participate from 1-3 terms

## Program Description

In the Customer Service Program, students work in a simulated customer service environment utilizing a telephone and a computer to learn all aspects of customer service including problem solving, telephone techniques and etiquette, computer concepts, and business correspondence. This hands-on training insures the student can work effectively on the computer while communicating clearly, resolving problems, and remaining tactful when handling complaints and satisfying customers.

## Job Outlook

Skilled graduates can expect job placement within a short period of time. Entry-level wages vary by geographic area and range from \$8.50 - \$11.50 per hour.

## Aptitude/Abilities

- Ability to communicate through oral/written formats
- Ability to use communication and information technology
- Ability to problem solve; strong interpersonal communication skills
- Basic keyboarding skills; ability to attain keyboard speed of 35 wpm
- Task planning and organization; average clerical perception
- Demonstrates good judgment; enjoys a variety of tasks
- Enjoys working with people
- Academic abilities are detailed in the MCTI catalog & on the MCTI website

## Michigan Career and Technical Institute (MCTI)

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